

NATIONAL ASSOCIATION OF HOUSING AND REDEVELOPMENT OFFICIALS
ARIZONA CHAPTER



THRIVING IN LEAN TIMES

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AZNAHRO SUMMER CONFERENCE
Tuesday, August 6, 2013 | Phoenix, Arizona

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TABLE OF CONTENTS

FROM THE PRESIDENT	3
CONFERENCE HIGHLIGHTS	4
GUEST SPEAKERS	5-6
BUSINESS REVIEW	7-8
A LOOK BACK: 2012/13	9-10
RECIPE	12
SESSION DESCRIPTIONS	13-14
SESSIONS AT A GLANCE	15-16
AWARD RECIPIENTS	17-26
PRESENTER PROFILES	28-29
AZ NAHRO STAFF	30



AZNAHRO MISSION

The National Association of Housing and Redevelopment Officials (NAHRO) is a professional membership organization comprised of 9,500 housing and community development agencies and officials throughout the United States who administer a variety of affordable housing community development programs at the local level. NAHRO's mission is to create affordable housing and safe, viable communities that enhance the quality of life for all Americans, especially those of low and moderate income by:

- Ensuring that housing and community development professionals have the leadership skills, education, information and tools to serve communities in a rapidly changing environment.
- Advocating for appropriate laws and policies which are sensitive to the needs of people served, are financial and programmatically viable for our industry, are flexible, and promote deregulation and local decision-making.
- Fostering the highest standards of ethical behavior, service and accountability.

NAHRO enhances the professional development and effectiveness of its members through its comprehensive professional development curriculum, conferences and publications. Through these efforts we are working to equip NAHRO and our membership with the skills, knowledge, and abilities necessary to survive and prosper in a changing environment, and make our Association more efficient and effective.



2013 CONFERENCE HIGHLIGHTS

POP 2 WIN!

Purchase a balloon for \$10! Balloons will be popped at 9:00 A.M. during the Opening Session to reveal one prize balloon that wins a \$100 gift card. Only 40 balloons will be sold. *Attendance not required to win; be sure name/phone number are provided with purchase.*

50/50 RAFFLE TICKETS

(\$1 each or 6 for \$5) will be available throughout the day. The winning ticket will be drawn at 5:00 p.m. during the Reception & Awards Ceremony. *Attendance not required to win; be sure name/phone number are provided with purchase.*



SILENT AUCTION

View the wonderful items on display around the atrium. Find your treasure and make your bids! **Bidding will end at 3:00pm during the afternoon break.**



Due to limited time, winning bidders will not be announced. Please come to the Registration table at 4:30 p.m. (after the last session) to confirm winning bids. All items must be paid for and collected between 4:30 and 5:00 p.m. *If a winning bidder does not claim the item by 5:00 p.m., the next highest bidder may claim the item.*

"What Home Means to Me" Poster Contest

Students have submitted posters illustrating What Home Means to Me, and are on display for your viewing. Cast your votes for each age group; ballots will be collected at the registration table until 3:00pm. Winning posters will be submitted to the National contest.

FSS Scholarship Awards

The FSS committee selects participants in assisted housing programs that are successful examples and who have utilized education to better themselves. FSS is pleased to award three very deserving individuals at the Mark Bethel Reception.

MARK BETHEL RECEPTION: AHADA/AZNAHRO Awards - Held in honor of our former colleague, Mark Bethel, our annual awards event serves to acknowledge the dedication, professionalism and integrity of housing and redevelopment personnel. See pages 17-26 for this year's recipients.

Fundraiser proceeds go to the AZNAHRO scholarship fund. Thanks for your participation!

GUEST SPEAKERS

CITY OF PHOENIX MAYOR



Phoenix Mayor Greg Stanton was raised in West Phoenix, by a family committed to giving back to their community. His dad, Fred, rode the city bus to his job as a shoe salesman and his mom, Mary Ann, was a devoted educator. The Stantons instilled in their children the importance of giving to others, and in that spirit they founded the Christian Needs Network, a group of multi-

faith volunteers who collected clothes, food and diapers for members of their community in need.

Following high school, Greg attended Marquette University and earned the Harry S. Truman Scholarship, a national award for students committed to pursuing careers in public service. While at Marquette, he and a classmate founded an after-school program at the Downtown Milwaukee YMCA helping fourth and fifth grade students with homework and basketball. He also was awarded a grant from the Milwaukee Foundation to study inner-city hidden unemployment.

After earning his law degree from the University of Michigan, Greg returned to Phoenix where he practiced education law at Jennings Strouss & Salmon and later practiced law at Quarles & Brady LLP. In 2001, he left private law practice to serve on the Phoenix City Council, where he represented the sixth district for nine years. This district includes the Biltmore, Ahwatukee Foothills, Arcadia and North Central neighborhoods. With a staunch commitment to creating high-wage jobs in Phoenix, Councilman Stanton was the lead councilman bringing the Translational Genomics Research Institute (TGen), the ASU downtown campus and the U of A medical school to the city.

In 2009, Greg joined the state Attorney General's office as Deputy Attorney General, where he helped lead the effort to stop the funding of cartels who traffic people and drugs across our southern border. He worked to protect consumers and homeowners by fighting the predatory payday lending industry and focused on eliminating mortgage fraud. He also negotiated the settlement between the State of Arizona and Maricopa County to protect the future vitality of Luke Air Force Base, a \$2 billion-a-year economic asset.

Greg and his wife Nicole have two young children, Trevor and Violet. Nicole is a prominent local attorney who recently received the YWCA business leadership award. Both Greg and Nicole support a city with strong schools, safe parks and neighborhoods, a vibrant arts community, and an environment that supports locally owned businesses, diverse industries and high-wage jobs. As mayor, Greg is working to make that a reality.

During his first full year in 2012, Mayor Stanton continued his commitment to building a stronger city based on sustainability, a vibrant local economy and a quality education system.

KEYNOTE SPEAKER



Betsey Martens is the Executive Director of Boulder Housing Partners (the public agency serving Boulder, Colorado) and was elected President of the National Association of Housing and Redevelopment Officials, the United States' largest affordable housing professional association.

During her 15 year tenure with Boulder Housing Partners, Betsey has used innovative funding mechanisms and a strategic approach to develop or acquire 14 new properties and 445 affordable homes serving the diversity of housing needs in Boulder. Under her leadership, BHP garnered numerous awards and recognition, and was selected by HUD as a demonstration site with broad discretion to redesign its programs (Moving to Work). As a national leader, Betsey has testified before two Congressional Committees and helped develop consensus among national housing advocacy organizations to produce a milestone joint statement of affordable housing policies and funding priorities.

Betsey has worked in the affordable housing and community development field for 30 years, having been a Community Action Director, a housing authority Commissioner, a CD program director and a NAHRO regional staff officer. She has published articles on timely housing issues and also taught an under-graduate class in Housing Policy at the University of Colorado.

BUSINESS REVIEW

Statement of Income and Expenditures
Year End December 31, 2012



ANNUAL BUSINESS MEETING

Tuesday, August 7, 2012
12:00 P.M.

Chaparral Suites
5001 N. Scottsdale Road
Scottsdale, AZ.

MINUTES

1. Welcome and Introduction

President Deborah Beals welcomed and thanked everyone for attending the conference, and introduced the board members. Deborah recognized and thanked our vendors: A&H Painting Inc, Arizona Housing Alliance, Carrington College, Centennial Contractors, Inc., Continental Flooring, Cricket Lifeline AZ, Empire Today, Housing Authority Insurance Group, Kuehl Enterprises, PH Enterprises, The Marshall Agency and Yardi Systems.

2. Approval of Minutes

Minutes from the August 2, 2011 Annual Business Meeting were published in the Conference program. President Beals asked members to review the minutes on page 22 of the program, and requested questions/comments from the floor. There being no questions or comments, Ms. Beals requested motion to accept. Nicky Stevens made the motion to accept and Liz Morales seconded the motion. The motion carried and the minutes were approved unanimously.

3. Treasurer's Report

Treasurer Karen Mofford directed members to the Statement of Income and Expenditures on page 23 of the Conference Program. The Chapter income for 2011 was \$13,968.22. Ms Mofford reported account balances as of December 31, 2011:

Checking - \$32,605.33 Investment Account - \$11,909.19 CD - \$11,041.47

There were no comments from the floor. Connie Treloar moved to approve the Treasurer's Report; Nicky Stevens seconded. The motion carried with a unanimous decision.

4. State of the Chapter Report

President Beals gave a brief review of our activities in 2011-2012 mentioning the accomplishments, poster contest, events and trainings conducted for the year. .

5. Adjournment

Karen Pierce moved to adjourn the meeting, which was seconded by Connie Treloar. The motion carried with a unanimous decision.

Respectively submitted by:
Deborah Beals, President

AZNAHRO SLATE OF OFFICERS

The following is the slate of officers approved by the Nominating Committee:

- President- Deborah Beals - Flagstaff Housing
- Sr. Vice President- Liz Chavez - City of Tempe
- Secretary- Sharon Shore - HOM, Inc.
- Treasurer- Michele Banks - City of Phoenix

Description	2012 Actual	2012 Budget	Variance
Revenues:			
Conference Revenues:			
Conference Fees	\$ 22,695.00	\$ 31,000.00	\$ (8,305.00)
NAHRO Store	\$ 76.00	\$ 50.00	\$ 26.00
Vendor Fees	\$ 2,550.00	\$ 3,000.00	\$ (450.00)
Total Conference Revenue:	25,321.00	34,050.00	(8,729.00)
FSS Revenues:			
Silent Auction and 50/50 Raffle	\$ 2,890.96	\$ 2,300.00	\$ 590.96
Total FSS Revenue:	2,890.96	2,300.00	590.96
Sub-Total Conference/FSS Revenues	28,211.96	36,350.00	(8,138.04)
Other Revenues:			
Member Dues	\$ 6,540.00	\$ 7,500.00	\$ (960.00)
Interest earned	\$ 25.74	\$ 70.00	\$ (44.26)
Misc.	\$ -	\$ -	\$ -
Training	\$ -	\$ 10,000.00	\$ (10,000.00)
HQS Training	\$ 15,010.00		\$ 15,010.00
Rent Calculation Training Workshops	\$ 17,385.00		\$ 17,385.00
Sub-Total Other Revenues	\$ 38,960.74	\$ 17,570.00	\$ (21,390.74)
Total Revenues	\$ 67,172.70	\$ 53,920.00	\$ (13,252.70)
Expenditures:			
Conference Expenditures:			
Conference Fee to venue 2012	\$ 26,970.91	\$ 30,000.00	\$ (3,029.09)
Conference Trainer	\$ 750.00	\$ 500.00	\$ 250.00
Karaoke for Conference	\$ -	\$ 300.00	\$ (300.00)
FSS Scholarships	\$ 4,500.00	\$ 2,000.00	\$ 2,500.00
Conference Supplies	\$ 74.82	\$ 2,500.00	\$ (2,425.18)
Award Plaques	\$ -	\$ 500.00	\$ (500.00)
Conference Printing	\$ 782.50	\$ 2,000.00	\$ (1,217.50)
Sub-Total conference expenditures	\$ 33,078.23	\$ 37,800.00	\$ (4,721.77)
Other Expenditures:			
Postage	\$ 65.55	\$ 110.00	\$ (44.45)
Marketing items (pens,bags, note pads, etc.)	\$ -	\$ -	\$ -
Board Retreat Training	\$ 85.51	\$ -	\$ 85.51
Legislative Conf. Exp. (travel)	\$ 2,500.35	\$ 3,000.00	\$ (499.65)
Arizona Housing Alliance (Preservation Summit	\$ 500.00	\$ -	\$ 500.00
PSWRC - Spring 2010 Conference	\$ 5,000.00	\$ -	\$ 5,000.00
Regional conference (travel)	\$ 2,818.80	\$ 1,500.00	\$ 1,318.80
Printing & Leg. Paper	\$ 119.10	\$ 300.00	\$ (180.90)
Web Fees	\$ 229.50	\$ -	\$ 229.50
Intercall	\$ -	\$ 250.00	\$ (250.00)
Check Stock	\$ 163.41	\$ -	\$ 163.41
Gift Tool Software	\$ 42.97	\$ 80.00	\$ (37.03)
Wild Apricot Website	\$ -	\$ 540.00	\$ (540.00)
Bank fees	\$ -	\$ 30.00	\$ (30.00)
Scholarship	\$ 2,500.00	\$ 1,000.00	\$ 1,500.00
Training	\$ -	\$ 5,000.00	\$ (5,000.00)
SEMAP & QC Training	\$ 15,066.00		\$ 15,066.00
Rent Calc Training	\$ 16,441.46		\$ 16,441.46
Asset Management	\$ 156.82		\$ 156.82
Committee Expenditures	\$ -	\$ 1,550.00	\$ (1,550.00)
Board Luncheons	\$ -	\$ 400.00	\$ (400.00)
Contingency Expenses	\$ -	\$ 100.00	\$ (100.00)
Sub-Total Other Expenditures	\$ 45,689.47	\$ 13,860.00	\$ (16,303.47)
Total Expenses	\$ 78,767.70	\$ 51,660.00	\$ (16,581.70)
Income/(loss)*	\$(11,595.00)	\$ 2,260.00	\$(13,855.00)
Net Income gain/(loss) from Conference	\$ (4,866.27)	\$ (1,450.00)	\$ 12,416.27
Net Income gain/(loss) from Other	\$ (6,728.73)	\$ 3,710.00	\$ (5,087.27)
	\$(11,595.00)	\$ 2,260.00	\$ 7,329.00
PREPAID Expense:			
Conference Fee to venue for 2013	\$ 5,000.00		\$ 5,000.00

*Note: Deficit will come from investment account

2012/2013 YEAR IN REVIEW

All of our member Agencies have been subject to severe budget cuts from the Federal Budget Sequester. Tighter budgets mean more work for existing staff, and less time for working towards industry wide goals with groups like NAHRO. Even worse, tight budgets mean fewer families served, longer waits for housing assistance and a reduced ability to maintain our housing stock. Now more than ever, we need to work together to advocate for our industry and the families we help. Now more than ever we need to make sure that we maintain high levels of professionalism by providing the training, information and tools needed to do our jobs well. There is power in numbers – now more than ever AZNAHRO needs your support and participation.

The irony of our budget woes is that to protect our mission as affordable housing agencies, we need to speak together clearly, and we need the affordable professional training sessions that AZNAHRO can bring. But our time and dollars are squeezed tighter and tighter and we feel less able to volunteer, less able to afford needed training. There is power in numbers, and working together we can continue to provide these services. To achieve this, AZNAHRO needs more member participation. Take a look at our board roster and you will see that we have had several very important board vacancies. We have struggled this year not only because everyone's load at work is heavier than ever, but also because several board officers resigned – because of work changes, retirement and health issues. Luckily, we have put together a fabulous slate of officers and feel very positive about the 2013 -2014 board, but our committees are in need of more members.

ADVOCACY

AZNAHRO and AHADA worked together to write the 2013 Arizona Legislative Priorities Paper. Deborah Beals, AZNAHRO President, was primarily responsible for writing the document. Ms. Beals attended the NAHRO Legislative Conference held in March, 2013 in Washington DC. Ms. Beals and Chapter member Dan Trozzi met with a number of Congressional representatives to present the paper. Additionally, President Beals kept the advocacy going here in Arizona by meeting with Representative Kyrsten Sinema in April, 2013. In May, AHADA members Elaine Adamczyk, Karl Matzinger, and Gloria Munoz met with Congressman Pastor. They discussed the effects of sequestration on our rental assistance programs. We will continue to advocate for full funding and reasonable regulations on our programs in the coming year. Your membership and participation with AZNAHRO helps us to present a cohesive and clear message to our elected representatives. Our website contains a link you can use to contact your Representatives; please take the time to speak up for the families we represent.

TRAINING

As a member-driven organization, we respond to our local needs by bringing needed training sessions to Arizona at a reduced price for our members. This year, we sponsored:

- Nuts and Bolts of PHA Accounting, Casterline and Associates, August, 2012
City of Phoenix

- Nan McKay HCV Housing Quality Standards, August 28 – 30, Phoenix
- Nan McKay HCV and Public Housing Rent Calculation, September 18 – 20, Phoenix
- Family Self Sufficiency Alliance Conference, March, 2013

HOW CAN YOU PARTICIPATE?

Volunteering for AZNAHRO is not a huge time commitment, and with strong member participation, we are a strong organization. Participation on a committee takes an average of one hour a month, but the work flow varies depending on the time of year and committee activities. Participation at committee meetings can be either in person or over the phone. We have a phone conferencing system that works great for long-distance meetings – a great way to save on driving time. The basic responsibility of committee members is to identify member needs and bring relevant training and meetings to our members to meet those needs.

I'd like to describe a year on the Finance Committee to demonstrate what the work flow looks like. In 2011, the Finance Committee saw a lot of new accounting and finance people coming into the profession. It responded by setting up two professional seminars by national trainers right here in Phoenix. One committee member handled coordinating with the trainer, another found a free location, another figured out how to feed folks and they held a great training at a low cost. The seminars were well attended and were a lot cheaper than attending one of the “regular” sessions by the same trainer. Why? Because AZNAHRO did not need to make a profit on setting the sessions up, put leg work into finding a free site and advertised only to our members. Another big role for committee members is helping to set up sessions for the Annual Conference. The 2011 Finance Committee; the committee had five members, and needed to identify five sessions for the 2011 conference. The committee met to brainstorm ideas, and each member took responsibility for setting up one session. The work was divided up and no one person had to “do it all”.

Please show your commitment by joining one of our committees. Look around at the people attending the Conference. Board Members and Committee Members have ribbons to identify them. Stop one of us to chat about what it is like to volunteer for AZNAHRO. Or fill out one of the committee interest forms available in each session. We need you now more than ever.

COMMUNICATION

V.P. of Communications, Valerie Mitchell, City of Phoenix has been maintaining our web site since early 2012. Please visit the site for job postings, membership renewals, event registration, and access to AZNAHRO documents such as our Legislative Paper. We also try to reach out to members via “email blasts”, which we use to notify you of training events, advocacy opportunities, and industry job postings, as well as links to National NAHRO and other important housing organizations.

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GROWN-UP GRILLED CHEESE SANDWICHES

A new take on a familiar favorite pairs grilled cheese with a BLT for a luscious veggie-packed sandwich that feels like an indulgence.

Ingredients

- Cooking spray
- 1 cup vertically sliced red onion
- 1 large garlic clove, minced
- 1 cup (4 ounces) shredded reduced-fat sharp white cheddar cheese (such as Cracker Barrel)
- 8 (1 1/2-ounce) slices hearty white bread (such as Pepperidge Farm)
- 2 cups fresh spinach leaves
- 8 (1/4-inch-thick) slices tomato
- 6 slices center-cut bacon, cooked

Preparation

1. Heat a large nonstick skillet over medium-low heat. Coat pan with cooking spray. Add 1 cup onion and garlic; cook for 10 minutes or until tender and golden brown, stirring occasionally.

2. Sprinkle 2 tablespoons cheese over each of 4 bread slices. Top each slice with 1/2 cup spinach, 2 tomato slices, 2 tablespoons onion mixture, and 1 1/2 bacon slices. Sprinkle each with 2 tablespoons cheese; top with the remaining 4 bread slices.

3. Heat skillet over medium heat. Coat pan with cooking spray. Place sandwiches in pan, and cook for 3 minutes on each side or until golden brown and cheese melts.

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SESSION DESCRIPTIONS

THE AFFORDABLE CARE ACT - WHAT HELP IS COMING IN 2014?

Many changes are coming to health care in 2014, including a restoration and expansion of AHCCCS, and new health insurance marketplaces where those with incomes up to 400% of the federal poverty level will be able to purchase health insurance with a subsidy. Find out how you and those you work with can benefit from new, affordable coverage.

CULTURE OF ACCOUNTABILITY

We create organizational culture with every interaction we have with our staff. What is your team's culture? This presentation will help you define what your team culture is now, and what it needs to be. Culture of Accountability will help you determine if your teams' culture is helping you to achieve your critical results or hindering your efforts. The training encourages participants to create an environment where team members take ownership of problems and identify ways to solve their problems.

GOING PAPERLESS

This power-panel will help you map your way to high efficiency and a smooth transition to a paperless office environment. Kevin Igo has information regarding HUD and Arizona State requirements to pass on to you. Ron Thompson will help us to identify the pros and cons of a paperless office, help identify the questions we need to ask about our agencies to ensure a smooth and successful transition into the paperless world.

HOMELESSNESS AND HOUSING: USING EXISTING RESOURCES

HUD has made ending homelessness a top priority in the country. How can we use our existing housing resources to end homelessness in our communities?

HOW TO IMPROVE PROCESSING OF REASONABLE ACCOMMODATION REQUESTS

With tighter and tighter funding for the Section 8 HAP payments, many housing agencies have had to amend their Administrative Plans to reduce HAP costs. As a result, we are seeing more requests for reasonable accommodation, particularly for an extra bedroom. Ms. Hartman-Tellez will provide guidance on how to handle reasonable accommodation requests. What questions can and should we ask? When is it reasonable to approve or deny a request? Can we improve our forms to cut down on the time it

SESSION DESCRIPTIONS

takes to process these requests? Come and find out how you can improve the efficiency of your procedures AND protect your agency from liability for handling fair housing requests improperly.

HUD FINANCIAL ISSUES

Budgeting through Funding Cuts - Explores the information you need to know to effectively manage the financial impact of cuts in funding. Can program reserves be used to cover funding reductions? We will review budgets for both the Low Rent Public Housing and HCV programs and discuss how to present program budgets in a format that has all the necessary components but is easy to read and understand.

HCV Funding - We will discuss how the HAP funding process affects how you manage your program. Understanding the funding process will help you maintain your program at the optimal level.

LEGISLATIVE UPDATE

This session will give participants the latest information on all of the HUD programs that affect housing and CD agencies, from appropriations to RAD to CDBG and Low Income Housing Tax Credit programs. Come with your questions!

MENTAL HEALTH FIRST AID

This presentation will overview the Mental Health First Aid Public Education program. MHFA helps the public identify, understand and respond to signs of mental illnesses and substance abuse disorders while building understanding of their impact and knowledge of common treatments.

WELCOME TO THE VERIFICATION OF 2013

The verification of yesterday was different than the verification of today. And yet, the verification of tomorrow will be even more different! Welcome to 2013!!!! Spin that wheel - what will happen no one knows. The verification hierarchy of 2014 will be ??? But for today, let's review PIH Notices 2013-03 and 2013-04. What changed? What will your agency need to change in your Administrative Plan/ACOP? Your Agency Plan? What steps do you need to take to inform your political officials, clients, landlords? Your staff? You have decisions to make. Let's talk!



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SESSIONS AT A GLANCE

8:00 to 10:15 AM	REGISTRATION & CONTINENTAL BREAKFAST Vendor Tables and Silent Auction Tables <i>Phoenix Ballroom and Atrium</i>			
9:00 to 10:15 AM	OPENING CEREMONIES AND BUSINESS MEETING/ELECTIONS Welcome: Phoenix Mayor Keynote: Betsey Martens National NAHRO President Balloon Pop <i>Phoenix Ballroom</i>			
	LEGISLATIVE/HUD <i>Borein AB</i>	GENERAL <i>Russell BC</i>	PROF DEV <i>Curtis B</i>	HOUSING <i>Curtis A</i>
10:30 to 11:45 AM	Legislative Update Betsey Martens NAHRO President	Culture of Accountability Richard Peterson City of Phoenix	Mental Health First Aid Carlos Benjamin Magellan Health Services	The Verification of 2013-PIH Notices 2013-03 and 2013-04 Peggy Morales, Levon Lamy and HUD Staff
12:00 to 1:15 PM	LUNCH			
1:30 to 2:45 PM	Improve Processing of Reasonable Accommodation Requests Karen Hartman-Tellez, AZ Attorney General/Civil Rights Office	How to Go Paperless Ron Thompson, Databank and Kevin Igo, City of Phoenix	Mental Health First Aid Carlos Benjamin Magellan Health Services	Affordable Health Care Act Matt Jewett Children's Action Alliance
2:45 to 3:00 PM	BREAK AND SILENT AUCTION			
3:00 to 4:30 PM	HUD Update Portability Marta Duron HUD	Mental Health First Aid Carlos Benjamin Magellan Health Services	Homelessness and Housing: Using Existing Resources Nichole Stevens Arizona Behavioral Health Corp	HUD Financial Hot Topics Pete Kozoil HUD
4:30 to 6:00 PM	RECEPTION AND AWARDS CEREMONY 50/50 Draw for FSS <i>Phoenix Ballroom</i> Diamondbacks Baseball Game (Four Tickets per Registrant)			

Employee of the Year: Community Development

Glenn Fournie

Project Coordinator, City of Tucson Housing and Community Development

Chances are, if you have attended a Tucson Homeless Connect event, witnessed the life-changing influence of the 51 Homes project, volunteered to help build homes for Habitat for Humanity, or been to a fundraiser for Southern Arizona AIDS Foundation, you have met Glenn Fournie. Glenn has been a strong advocate for the most vulnerable members of the Tucson community, and for this reason, we proudly award him Employee of the Year: Community Development.

Glenn began assisting with the 51 Homes Campaign in 2010. In April 2011 he canvassed the streets and washes of Tucson as part of a team working to locate and prioritize the most medically vulnerable homeless persons to assist them in moving off the streets. Since working with this program Glenn has effectively recruited volunteers for a variety of needs such as moving furniture, sorting donations, or decorating an apartment for a homeless veteran.

Glenn's major role has been securing donations - such as surplus beds, bed frames and bedroom furniture from Davis Monthan Air Force Base - and purchasing everyday necessities to outfit each home. He coordinates each new move-in, personalizing each apartment for its tenant with furnishings, decorations and a kitchen with a fully stocked pantry. Again, by way of donation, Glenn has been able to use a warehouse to store the donated furniture and household items until they are needed for an apartment.

The time Glenn spends physically and mentally to help this program is admirable. In fact, Glenn's selfless labor has helped to obtain donations and funding to furnish 39 apartments for 51 Homes and 61 apartments for Veterans housed by the VA and City of Tucson through VASH vouchers and the 100 Days Veterans Initiative.

Further demonstrating his commitment to these programs, Glenn enjoys asking guests at a party or holiday gathering to make a charitable contribution to Homeless Connect or 51 Homes, rather than exchanging gifts. He also was recently designated an Honorary Squadron Commander of the 335th Contracting Squadron at Davis Monthan AFB, originating from days of moving furniture for 51 Homes and his leadership.

Glenn has played a leading role in planning and running Tucson Homeless Connect, which is a "one-stop" services biannual event, offered to Tucson area homeless individuals and families - with often over 400 people receiving services each time. Approximately 40 non-profits and government agencies attend and Glenn has participated by recruiting agencies, obtaining donations of cash and goods, gathering personal hygiene items for care kits, and coordinating food to serve at nine events.

Employee of the Year: Public Housing

Consuelo Figueroa

Senior Eligibility Worker, Yuma County Housing Development

Consuelo has been employed with the Yuma County Housing Department (YCHD) since 1987; she was hired as a clerk and promoted to Senior Eligibility Worker in February 2000. During the Yuma County Employee Recognition held in April 2013, she was recognized for her 25 years of dedicated service to Yuma County. In December 2012, she was awarded The YCHD Employee of the Quarter because of her diligent efforts, resourcefulness and contribution towards the accomplishment of YCHD's mission.

YCHD is a small housing authority with 159 public housing units (PH) and 401 Sec 8 Vouchers (HCV). As an eligibility worker (EW), Consuelo manages the caseloads of both the PH and HCV programs with two other eligibility workers. Because of the recent federal program funding cut brought about by the sequestration, YCHD had to undergo a period of reorganization and attrition. With one less EW, Consuelo has stepped up immeasurably during these critical staff shortages by filling in as the occasion demands. Her case management caseload has increased from an average of 300 to about 440 a year. The many documents called upon to originate are properly submitted and filed in a correct, concise, and timely manner. This was evidenced by the recent SEMAP score of 100% and a positive comment made by a HUD Field office staff after an on-site SEMAP review this year. Consuelo treats customers with respect and courtesy. She listens and responds to customers promptly and is capable of good, spontaneous judgment and decision making. Consuelo has taken initiative to prepare a proactive plan of action with new ideas and forms to streamline the workload that has been added to the EWs. As a valuable and indispensable team member, she has continuously demonstrated exceptional leadership and initiative that served as forerunner in the organization and led to unsurpassed excellence.

For demonstrating excellence in the performance of duties with the highest degree of integrity and professionalism, demonstrating courtesy, concern, responsiveness, and dedication in both the Public Housing and Housing Choice Voucher programs, it is with distinct pleasure that Consuelo Figueroa is awarded as Employee of the Year: Public Housing in the 2013 AZNAHRO/AHADA Excellence Awards.

The Arizona Cardinals are the oldest continuous franchise in the National Football League, dating back to 1898.

Employee of the Year: Housing Maintenance

Juan Lara

Lead Housing Technician, City of Tucson Housing and Community Development

Juan Lara was the Lead Housing Technician at the Tucson House Apartments for five years and is now servicing Martin Luther King apartments and scattered sites. The Tucson House was built in 1963 and requires skilled labor to keep it running. Juan made it a priority to learn the plumbing and electrical setup of the building. His initiative and genuine concern for the residents has prompted many building improvements. Juan was involved with the cleaning of all plumbing stacks, a year-long project which helped to ensure residents had properly running drains. Juan assisted with creating a record of water valves for preventative maintenance, installed access panels in hallways to minimize disturbance to residents and provided training to help residents better understand how their plumbing works.

Juan also worked with Environmental Services to improve the trash service for residents so they would not have to throw heavy trash bags into the chute. He has also shown initiative by learning troubleshooting techniques related to the elevator operation. This has saved on evaluation times and resulted in speedier repairs.

Recently Juan was asked to handle the maintenance inventory for Tucson House and Lander Garden. This was a new venture for the technicians, but Juan took on the challenge with a positive attitude and efficient results. He maintains the swimming pool at the Tucson House, and stays current on code changes relating to the upkeep of public pools.

Juan has been a great example to his peers as a professional Housing Technician. He is regarded as the “go to” guy when technicians need help with difficult repairs. He respects the Housing Program and supports its rules by helping residents maintain compliance.

Juan also serviced the Lander Gardens site, which was in need of many repairs when first assigned to him. Juan met with the manager to arrange a plan for site improvements; the end result was a high score in the 90s on the HUD physical inspection - a score never received before at this site! Juan is the definition of an outstanding Lead Housing Technician.

Sandra Day O'Connor, the first woman appointed to the U.S. Supreme Court, grew up on a large family ranch near Duncan, Arizona.

Employee of the Year: Section 8

Tracey French

Housing Specialist, City of Flagstaff Housing Authority

Tracey French is a Section 8 Housing Choice Voucher Housing Specialist for the City of Flagstaff Housing Authority. Over the past year and a half, Tracey has taken on many extra duties to help agency programs run smoothly. Tracey coordinated an outreach program for briefing existing residents and landlords, including program development, mailings to residents and landlords, scheduling of sessions at different days and times to reach as many participants as possible, and developing a Powerpoint presentation. The program reached over 95% of the participants and received great reviews.

Secondly, Tracey took on the challenge of revising the City of Flagstaff briefing packet. By moving some information from the printed packet onto the website, Tracey reduced the cost per packet from twenty dollars to five dollars, resulting in a substantial savings for the program.

Thirdly, Tracey wrote Standard Operating Procedures for all phases of the Section 8 Program. Her comprehensive SOPs cover everything from application intake through lease up, annual recertifications and continuing assistance. She includes narrative descriptions of actions to be taken, screen shots and instructions for software processing, as well as checklists for various processes (i.e. move-ins, recertifications, etc.) Tracey also ensures that forms are kept up to date with all regulatory and procedural changes.

With all these responsibilities, Tracey manages to keep her caseload work current and accurate. But wait, there's more - Tracey also volunteered with VITA, a free tax preparation service provided through United Way of Northern Arizona. The service is available to those with incomes below \$49,000. In 2013, approximately 25 Voucher holders utilized the service. The program also ensures that our low-income clients receive the earned income tax credit, which ranged from \$1,000 to \$4,000. Tracey also volunteered at Project Connect, a community-wide one-day outreach effort to connect low-income families with housing and other local services.

Arizona is the 6th largest state in the nation, covering 113,909 square miles.

Innovative Program of the Year: Community Development

100,000 Homes Campaign Mike Shore, HOM, Inc.

It's one of the most heartbreaking things we see on the streets—individuals and families, often with young children, lacking any place to call home. Launched in 2010, the 100,000 Homes Campaign works with communities to identify vulnerable individuals and families with children in order to move them into permanent housing that meets their service needs and keeps them together.

The 100,000 Homes Campaign is a national movement of over 212 communities working together to find permanent homes for 100,000 chronic and medically vulnerable homeless Americans by July 2014. With one year left in the Campaign, 60,398 formerly homeless Americans are now permanently housed and the Campaign is on track to meet its goal of 100,000.

Powered by Community Solutions and supported by a broad base of national and local partners, the Campaign helps communities transform their homeless services systems into solution systems capable of ending street homelessness for good. Maricopa County was one of the first communities to join the Campaign in 2010 and the local Campaign efforts, Project H3 and Project H3 Vets, have successfully housed over 368 individuals and families throughout the region to date, while also helping to cement evidence-based best practices like housing first, peer support navigation and targeting and prioritization to our homeless services systems.

Mike Shore believes in this movement so much that he stepped away from the day to day operations of running HOM, Inc. so he could devote his time to the 100,000 Homes Campaign. As Director of Operations for the Campaign, Mike works with communities across the country to embed its core tenets into the work of ending homelessness:

- Knowing everyone experiencing homelessness by name and with enough information to provide the most appropriate housing and services to end their homelessness
- Tracking monthly progress of permanent housing placements with an aim to get on track to end chronic homelessness by 2015
- Improving local systems through targeting and prioritization, implementation of housing first and increasing access to mainstream resources to end homelessness

Mike is also CEO of HOM, Inc., a leading provider of permanent supportive housing solutions for individuals and families experiencing homelessness. HOM, Inc. manages approximately 1,200 scattered sites, permanent supportive housing vouchers throughout Maricopa County in behalf of Arizona Behavioral Health Corporation. HOM, Inc. also contracts with public housing authorities like the Arizona Department of Housing, City of Phoenix Housing Department, City of Mesa Housing Department and City of Scottsdale Housing Authority to perform other services including HUD-VASH lease-up services, HQS inspections and hearing officer review services.

As a 19-year member of Arizona NAHRO, Mike works extensively with local housing authorities and has a comprehensive understanding of the Housing Choice Voucher (HCV) program. Mike is also Vice Chair of the board of directors for the Arizona Coalition to End Homelessness and serves on Phoenix Mayor Stanton's Homeless Advisory Committee.

21

Innovative Program of the Year: Housing

The Bridge Family Campus, Foundation for Senior Living City of Phoenix Housing Department

The Bridge Family Campus, located at 1850 W. Angela Drive, is the result of a partnership that combines the talents of two established non-profit agencies; Foundation for Senior Living (FSL) and Save the Family Foundation of Arizona. FSL has been developing affordable housing for several years, mostly to serve lower income seniors. Recently, FSL sought partnerships with other organizations wanting to create more housing for their particular clientele, but lacked the expertise to carry it out. In the case of The Bridge Family Campus, FSL had purchased land and Save the Family was approached about the project. Save the Family saw the offer as an opportunity to consolidate its traditional homeless family program. As a result, FSL was able to proceed with a 15-unit new construction project allowing Save the Family to expand their program to the presently underserved area of north Phoenix.

The Bridge project represents the best of green, energy-efficient construction. Each living envelope is secure with air infiltration limited to a few pascals. The living units have terrific sound proofing and the construction materials were chosen to stand up to the demands of many families for years to come. The construction contributes to the success of the program and in turn the families that live there by reducing cost of utilities and operation, allowing more of the precious public/private funding to be used for programming and support services.

The Bridge Family Campus consists of the construction of 15 units in two buildings and a community center building to serve the families. The two residential structures include a one-story building containing five units and a two-story building containing ten units. There are 12 two-bedroom units and 3 three-bedroom units. The project is primarily funded by the City of Phoenix with a \$1,500,000 forgivable HOME Investment Partnerships Program (HOME) loan and an \$880,000 forgivable Community Development Block Grant (CDBG) loan. Other funding for the project includes a \$240,000 Federal Home Loan Bank Affordable Housing Program (AHP) grant and FSL equity.

Save the Family will be utilizing Supportive Housing Program funds to operate the program. The Bridge Family Campus supports HUD's goals by helping to end homelessness for families, expanding the supply of this type of housing to an underserved area and significantly improving quality of life for the families through the array of services and job training opportunities provided by Save the Family.

You could pile four 1,300-foot skyscrapers on top of each other and they still would not reach the rim of the Grand Canyon.

22

FSS Participant of the Year

Ramona Valenzuela
FSS Participant, City of Phoenix

Ramona was a victim of domestic violence and in December 2008, her significant other attempted to kill her in front of her children. As a result, she sought safety and resided in a domestic violence shelter for four months. At that time she received housing assistance from the City of Phoenix.

At the time of her FSS intake in 2011, Ramona had just enrolled in the Pipe Fitter Apprenticeship Program and her annual income was \$8,671. She lived in a Section 8 unit with her three children ages 5, 10 and 11. Her initial TTP was \$181.00.

During Ramona's participation in the FSS program, her annual income increased to \$49,472. She plans to complete the Pipe Fitter Apprenticeship Program and her Associate in Applied Science Degree within the next three years. After that she will continue her education to obtain a Bachelor of Science Degree in Mechanical Engineering.

Ramona had no credit history when she joined the FSS program. She completed the financial education series and met with credit counselors to work on building her credit - and in time, she was approved for a home loan. On December 18, 2012, Ramona closed on her new home.

Ramona saved her tax refunds for two years and diligently made monthly deposits to her savings account; she was able to save \$20,000 that was applied to her down payment. In addition, she received \$15,000 assistance from the City of Phoenix Neighborhood Stabilization Program. Her good credit helped her to obtain a low loan interest of 3.125% and her monthly payment is \$583 (\$4 less than her contract rent).

Ramona has been an exemplary FSS participant. The requirements of FSS include maintaining employment, attending financial education classes, obtaining credit reports and demonstrating increasing self-sufficiency by managing personal financial resources. Ramona has completed all of these goals and more.

Ramona is optimistic and determined to continue moving forward even when challenges come her way. The City of Phoenix FSS team is proud of her and her accomplishments, and happy to see her presented with the 2013 AZNAHRO/AHADA FSS Participant of the Year.

On June 6, 1936, the first barrel of tequila produced in the United States rolled off the production line in Nogales, Arizona.

23

Hero of Assisted Housing

Bruce Tran
FSS Mentor, City of Chandler Housing Division

Bruce Tran was born in Vietnam. He and his family lived in a Malaysian refugee camp for seven years before coming to the United States. While in the camp, his family lived in a room the size of a typical living room that was shared by a total of ten people. His family settled in San Jose, California in October 1998.

Bruce enrolled in the Family Self-Sufficiency program in August of 2008. A full-time student prior to participating in the FSS program, Bruce was ready to put some of the skills he had learned into practice. He graduated from East Valley Institute's Nursing program where he completed the Licensed Practical Nurse (LPN) program. He currently is utilizing his language skills and medical background to assist Vietnamese speaking clients during their medical appointments with Pacific Interpreters during the day and Cyacom in the evening. At one time, Bruce held a total of three jobs, working diligently towards his goal of homeownership. His future goal is to continue working his two interpreting jobs and enroll in the RN program.

Bruce and his mother Kim opened an IDA account and worked closely with Newtown towards their goal of becoming homeowners. He was able to apply both his escrow and IDA funds together to purchase their new home in April of this year. With his drive and determination, Bruce will be successful in all that he strives for!

24

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In Appreciation

Andrea Ibanez

Interim Director, Housing & Community Development, City of Tucson

Andrea Ibanez culminates her 18-year career with the City of Tucson as the Director of Housing and Community Development. Andrea began at the Council Ward office and has championed housing issues and been an advocate for Neighborhoods throughout her career with the city. Prior to joining the Housing and Community Development Department, she was the Deputy Director of the City's Neighborhood Resources Department where she led community efforts through collaboration with the City's Neighborhood Associations and Council Offices, and was a key contributor on a nationwide effort with the National League of Cities on engaging disconnected youth.

Andrea was instrumental in guiding the Pima County Community Land Trust in achieving 501(c)3 status, whose programs will ensure long-term affordability for assets placed in the trust. In the past three years since its inception, the land trust has achieved unprecedented growth with over 80 homes being added to the inventory with HUD's Neighborhood Stabilization Program grant being a major funding source.

As Andrea finishes her time with the City of Tucson, she has gained the respect and admiration of her employees because of her professionalism, fairness, diligence and ethics. She is second to none when it comes to getting on top of an issue and meeting it head on.

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Mark Bethel Memorial Scholarship Award

Jayne Wittman

Housing Specialist, City of Flagstaff Housing Authority

Jayne Wittman is a Public Housing Specialist for the City of Flagstaff Housing Authority. Jayne has demonstrated her commitment to service in many ways. Her professional career choices have always been service oriented. Before working with the Housing Authority, Jayne worked with the Head Start program helping families with young children gain early childhood development skills. She served on the board of the National Association for the Education of Young Children, was the local NAEYC chapter president, and participated on the Early Childhood Western Leadership Conference. Jayne has volunteered extensively throughout her boys' schooling, working within the school system, on her church's board and with Boy Scouts of America.

As a Housing Specialist, Jayne provides clear and consistent communication with all of her clients. She provides support for the Resident Council by helping prepare flyers and publicizing events. Jayne has served for the past four years with VITA, a free tax preparation service provided through United Way of Northern Arizona. The service is available to those with incomes below \$49,000. In 2013, approximately 20 public housing residents used this program. The program saves tax preparation fees which can be up to \$350.00. The VITA program also ensures that low-income clients receive the earned income tax credit, which Jayne states ranged from \$1,000 to \$4,000. Jayne has volunteered to serve on the AZNAHRO membership committee, and at this year's conference she can be found helping out at the registration table. Also for the conference, she gathered a basket of Flagstaff-related goodies for the FSS silent auction - the first time FHA has contributed a basket to the auction.

Arizona's official state colors are blue and gold.





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CARLOS BENJAMIN, Magellan Health Services - Carlos Benjamin is a Learning Specialist with Magellan Health Services of Arizona, a Certified Psychiatric Rehabilitation Provider, Mental Health First Aid Instructor and family member of a person with a psychiatric condition. Carlos is Magellan's customer service trainer and provides training on an array of mental health topics.

KAREN HARTMAN-TELLEZ, Arizona Attorney General's Office - Karen J. Hartman-Tellez is Chief Counsel for Compliance in the Civil Rights Division of the Arizona Attorney General's Office, which investigates claims of discrimination in employment, housing, voting and public accommodations. The division enforces the fair housing provisions of the Arizona Civil Rights Act and works cooperatively with the United States Department of Housing and Urban Development (HUD) to investigate violations of the federal Fair Housing Act.

Before joining the Civil Rights Division, Ms. Hartman-Tellez worked as an attorney for Maricopa County and the law firm of Steptoe & Johnson handling a wide variety of civil litigation matters. She is a graduate of the College of Law at Arizona State University and received her undergraduate degree from Boston College.

KEVIN IGO, City of Phoenix - Kevin Igo is an Information Technology Project Manager for the City of Phoenix. He managed the Housing Department's IT needs for 7 years and during that time he launched several new technologies, to include document imaging and storage. He is also an adjunct faculty member at the University of Phoenix, the CIO for a startup health care organization, and has been featured in University of Phoenix publications on Cloud Computing.

MATT JEWETT, Children's Action Alliance - Since 2009 Matt has served as Health Policy Director for Children's Action Alliance, a non-profit organization that is a voice for children in the community and media. In that role he has conducted outreach and enrollment campaigns of children into public health insurance, and advocated for public policies that help children obtain affordable insurance and stay healthy.

PETE KOZIOL, HUD - Pete Koziol has worked for U.S. Department of Housing and Urban Development for 27 years. He has been with the Office of Public Housing since October, 2006, when he accepted a position as a Financial Analyst for the Phoenix office. He has welcomed the challenge of focusing on the financial aspects of public housing programs and the opportunity to work in a program that is critical to accomplishing HUD's mission of providing housing to those in need.

Prior to joining the Office of Public Housing, Pete worked in HUD's Multifamily Housing division for ten years serving in several different capacities. Pete was an Asset Manager where he managed a portfolio of HUD-insured and HUD subsidized multifamily projects. Pete also worked in the development side as a Housing Representative and a Mortgage Credit Examiner.

Pete has a Bachelor of Science degree from Arizona State University.

LEVON LAMY, PH Enterprises - Mr. Levon Lamy is a highly skilled Accountant who has unprecedented experience with Public Housing Authority account practices and requirements, as well as public accounting practices. As a previous accountant with the City of Tucson Housing Authority, and pupil of Peggy Morales, City of Tucson/Pima County Section 8 HCV Program, Levon's work with the agency provided him with a strong background in financial and regulatory requirements necessary for a High Performer PHA. He is highly skilled in accounting practices and reporting as required/mandated by HUD regulations for Public Housing Authorities.

BETSEY MARTENS, Boulder Housing Partners & National NAHRO - Betsey Martens is the Executive Director of Boulder Housing Partners (Boulder, Colorado) and serves as President of the National Association of Housing and Redevelopment Officials, the United States' largest affordable housing professional association. Betsey has a 30 year track record of innovation and collaboration in the affordable housing and community development field.



PRESENTER PROFILES

Under her leadership, BHP developed or acquired 14 new properties, adding 445 affordable homes to Boulder and garnering numerous awards. She has testified before Congress, published articles on strategic housing issues and also taught an undergraduate class in Housing Policy at the University of Colorado.

PEGGY MORALES, PH Enterprises - Ms. Peggy Morales served a total of 34 years in three states; New Mexico, Texas and Arizona. In her tenure she served as a Program Manager, and most recently as a Housing Administrator for the City of Tucson/Pima County (Consortia) Housing Authorities from 2001 to 2011. She is a premium expert with the special knowledge of operating a High Performer Housing Authority. She also has a working knowledge of the Public Housing Program and associated policies. Peggy has managed the Housing Choice Voucher Program, MOD. Rehab, SRO, Shelter Plus Care Homeless Vento McKinney Programs. She has been on the forefront of HUD/VASH programs and guided the development and collaboration with the Veterans Administration for the City of Tucson. She also administered HOPWA, Mainstream Housing Opportunities of People with Disabilities, FUP, NEDS and helped develop the first PBV program in Tucson. Peggy sits on the national panel of experts, reviewing the Section 8 Program.

RICHARD PETERSON, City of Phoenix Richard Peterson has been a Curriculum & Training Coordinator for the City of Phoenix since 2006. He has been extensively involved in the development, delivery, and implementation of educational programs in the public and private sector for more than 25 years.

Richard holds a Bachelor's degree in Secondary Education from Western Oregon University, a Master's in Curriculum and Instruction from the University of Oregon, and a PhD in Educational Administration from Purdue University.

MICHAEL SHORE, HOM, Inc. - Michael Shore is an advocate and practitioner of ending homelessness for vulnerable individuals and families experiencing homelessness. Mike is CEO of HOM, Inc.,

Arizona's leading provider of permanent supportive housing programs that end homelessness for persons with serious mental illness. In partnership with Arizona Behavioral Health Corporation, HOM, Inc. provides monthly housing assistance to over 1,200 formerly homeless households throughout Maricopa County.

For Community Solutions, Michael serves as Director of Operations for the 100,000 Homes Campaign, focusing on creating the systems and infrastructure that sustain and continuously improve the operations of an impeccably high-functioning team.

NICKY STEVENS, CPM, Arizona Behavioral Health Corp. - Nicky has worked at Arizona Behavioral Health Corporation (ABC Housing) a non-profit agency since 2002. As Program Manager for ABC Housing she oversees housing programs that provide permanent supportive housing to over 1,600 formerly homeless families in Maricopa County. A long-term resident of Arizona she serves on multiple Boards such as; Arizona Coalition to End Homelessness, Arizona Chapter of National Association of Housing and Redevelopment Officials (AZNAHRO) and the Mental Health Awareness Coalition. Nicky is also a volunteer with: Central Arizona Shelter Service (CASS), United Way Project Homeless Connect and the Arizona Veteran Stand down. Nicky's goals in the areas of civic leadership include creating more affordable housing in Arizona for those who are low income with disabilities through advocacy, education and community collaboration.

RON THOMPSON, DataBank - In 1996, Ron Thompson Jr. joined his father's company - OSAM Document Solutions - a micrographic and document management solutions company. Thompson played a key part of OSAM's direction and product acquisition since the start, being promoted to CEO in 2004. In 2012, Ron sold the company to DataBank IMX and now is a shareholder and General Manager of the West region. Thompson's 17 years of experience has made him a leader in the document management industry, and a valuable resource for companies who wish to go paperless.

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